

Transport for NSW

Integrated Community Transport Data Set (ICTDS) Service Provider Guide

October 2013

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What is the Integrated Community Transport Data Set (ICTDS)?

The Integrated Community Transport Data Set (ICTDS) is an inter-agency initiative developed to provide a composite reporting source for all community transport services provided on behalf of Transport for NSW, NSW Department of Family and Community Services, Ageing, Disability and Home Care (ADHC) and NSW Department of Health.

Contracted Community Transport Program (CTP) service providers have a responsibility to report on all transport activities and services provided under the program. Information is collected similarly to that of the national Minimum Data Set (MDS) for HACC services. The ICTDS is an electronic quarterly collection of transport trips as reported from services funded by Transport for NSW under the Community Transport Program (CTP).

Why do we collect ICTDS Data?

ICTDS data collection provides information for Transport for NSW that assists in understanding the activities and outputs achieved by services providers under each program. Transport for NSW is required to ensure that services being delivered under CTP are consistent with the goals of the program and the expected outputs as defined by the funding contract and associated schedule.

The objectives of the ICTDS project

The objectives of the ICTDS project are to:

- Develop an effective cross-government approach to the collection of information on funded community transport services in NSW;
- Collect reliable data on Community Transport delivery across all NSW government funded for transport programs;
- Use this data to better inform funding allocations, service planning, monitoring and auditing programs;
- Minimise the impact to Community Transport service providers in providing such data and maximise correct reporting.

What type of information is collected?

ICTDS collects demographic data about CTP clients when it is available, (such as their date of birth and postcode), the purpose of the trip and the number of trips provided to them. Service providers must obtain informed consent from clients in order to forward their details to ICTDS. All client details are de-identified using the statistical linkage key (SLK) and the clients should be made aware of this.

Clients can choose to decline to have their details de-identified and forwarded to ICTDS. However, a client's refusal to have their details forwarded to ICTDS does not negate the requirement for the service provider to collect and hold the client details locally.

It is understood that the names and other details relevant to some clients that travel on CTP funded services is genuinely unknown. An example of this is when a service provider may broker their bus to an Aboriginal group to travel to a funeral. In these situations the service provider should record the total number of trips provided as an unknown client.

While it is desirable that information about the client and carer be collected, in some instances it may not be possible or appropriate to complete all data elements. Providers should endeavour to accurately report as many elements as possible on the people who receive services. It is particularly helpful for future planning purposes for CTP reports to provide the postcode of the client residence.

If it is not possible to collect all the information on the first occasion, leave the elements blank and fill them in later as information becomes known.

How to count trips for CTP services and report to ICTDS

Under CTP, transport services are reported as the number of one person, one way trips. It is important to remember the primary intent of the trip when recording for ICTDS.

ICTDS Reporting ID and LGAs

Transport for NSW has provided each CTP funded service provider with an individual service identification number, **ICTDS Reporting ID**, against the legal provider name that is to be used as part of the electronic quarterly reporting process.

Community transport providers are required to report all transport activities for each LGA funded under CTP.

If you operate in multiple LGAs you are required to report your activity against each LGA where you provide services.

For some service providers funded before the 2012-13 CTP allocation, the outputs negotiation process will determine the level of service to be provided in each LGA for the future. Until the negotiations have been completed, CTP trips across multiple LGAs will be submitted under your previous ICTDS reporting ID.

Please refer to your **CTP Schedule of Service (SOS)** to locate your **ICTDS Reporting Id** and the relevant LGA for each **ICTDS Reporting Id** number.

It is also very important to remember that you must submit a different report for **each ICTDS Reporting ID** that you have been provided with. You are required to submit a file against each **ICTDS Reporting ID** for each quarterly reporting period.

If you have any questions please contact Transport for NSW on the details provided

Submission of Reports and Critical Dates

The reports are to be submitted to ICTDS on a quarterly basis. The report should be submitted by **the 25th day of the month following the end of the reporting period**. ICTDS uses the concept of quarters and years for reporting purposes.

Each year is divided into 4 quarters:

- Quarter 1 includes all activity from 1 Jan – 31 Mar – **Due April 25th**
- Quarter 2 includes all activity from 1 Apr – 30 Jun – **Due July 25th**

- Quarter 3 includes all activity from 1 Jul – 30 Sep – **Due Oct 25th**
- Quarter 4 includes all activity from 1 Oct – 31 Dec – **Due Jan 25th**

When compiled, the quarterly report should be emailed to Transport for NSW at the following email address:

Email to: ICTDS_LCT@transport.nsw.gov.au

If you have problems uploading files in any particular quarter during the financial year late additions are permissible and also desirable if it will result in improved data quality.

To avoid errors it is important to provide all the information in correctly formatted files as prescribed in this document. Even a small difference in spelling such as Ltd or Limited will produce an error. If you do not fill in the mandatory fields your data will not be accepted by the system. It is important that you maintain consistency when reporting your trips to avoid having to resubmit files.

Although you may not know the functional status of your CTP clients you need to fill in the 'unknown' format for this or it will also create an error and thus reject your report.

Please refer closely to the fields described below in this document to guide your submission.

Guide to data fields for CTP reporting

The following section relates to the manual Excel reporting spreadsheet that can be used to report on CTP funded service provision. If you require a copy of the reporting spreadsheet template please contact the Accounts Officers at Community Transport Agreements on (02) 8836 3100.

1	FILE	PROVIDER	SERVICE INFORMATION				BREAK GROUP	CLIENT I				
2	Reporting Source	Quarter	Legal Name	Id	Name	Suburb	Post Code	Funding Source	LON	DOB	Country of Birth	L
3												
4												
5												
6												
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18												

Screenshot of the CSV reporting spreadsheet for CTP Services

File and Provider Information

Data Field	Definition	Code Description
Reporting Source	This refers the reporting source in terms of the funding body. For CTP reporting ensure you select MoT – for Transport for NSW.	There are only three options from the drop down menu: <ul style="list-style-type: none"> • DADHC – Ageing, Disability and Home Care • DoH – this is for NSW Health • MoT – this is for CTP reporting
Quarter	Relates to the quarterly reporting period that you are reporting activity for.	Select from the appropriate reporting period in the drop down menu. This is a mandatory alphanumeric field, 6 characters long, formatted as YYYY/Q, where Q is Quarter 1 to 4. <ul style="list-style-type: none"> • Quarter 1 include the trips made between the 1st of January and 31st of March inclusive. • Quarter 2 include the trips made between the 1st of April and 30th of June inclusive. • Quarter 3 include the trips made between the 1st of July and 30th of September inclusive. • Quarter 4 include the trips made between the 1st of October and 31st of December inclusive.
Legal Name	This is the legal name of your organisation as it is on your funding contract with Transport for NSW. It will also be located against the Service Provider name on the top of your CTP Schedule of Service (SOS) .	When using the spreadsheet select your ICTDS reporting ID from the drop down menu and your legal name will be automatically updated as the drop down menu has been pre-populated.
Id	This is your ICTDS Reporting ID and will be provided for you by Transport for NSW. Eventually all service providers will have a different ICTDS Reporting ID for each of the LGAs that they are funded to provide service in. It is also located on the first page of your CTP Schedule of Service (SOS) .	When using the spreadsheet please select your ICTDS Reporting ID from the drop down menu. Please take care to ensure that you select the correct ICTDS Reporting ID for each of the clients and LGAs you are reporting for. It is also very important to

		remember that you must submit a different report for each ICTDS Reporting ID's that you have been provided with. If you operate in three LGAs and have three ICTDS Reporting ID's you will need to submit a file against each ICTDS Reporting ID , in this case three in total for each quarter.
Name	This is the service name of your organisation and will also be located against the Service Name on your CTP Schedule of Service (SOS) .	When using the spreadsheet select your ICTDS reporting ID from the drop down menu and your service name will be automatically updated as the drop down menu has been pre-populated.
Suburb	This is the suburb of your service's location for the ICTDS Reporting ID that you are reporting activity against.	When using the spreadsheet select your ICTDS reporting ID from the drop down menu and your suburb will be automatically updated as the drop down menu has been pre-populated.
Post Code	This is the postcode of your service's location for the ICTDS Reporting ID that you are reporting activity against.	When using the spreadsheet select your ICTDS reporting ID from the drop down menu and your suburb will be automatically updated as the drop down menu has been pre-populated.
Funding Source	This allows you to select the funding source you are reporting activity against.	There are three options from the drop down menu: <ul style="list-style-type: none"> • HAC – HACC Program only. • HRT – NSW DoH (non-HACC funds). • CTP – MoT Community Transport Program (non-HACC funds). Make sure you select CTP for CTP reporting purposes.

Client Information

Data Field	Definition	Code Description
LON	Similar to the Statistical Linkage Key (SLK) under HACC MDS, the LON field refers to Letters of Name for the client being provided with service.	Derived from surname's 2nd, 3rd and 5th letters and given name's 2nd and 3rd letters. Default '2' if letter blank or special character. A client with unknown name would be recorded as "22222".
DOB	This is the date of birth of the client	The date of birth must be recorded using the DDMMYYYY format. A client with an unknown date of birth in which you must record an estimate should be recorded as '01011800".
Country of Birth	This refers to the clients' country of birth.	Drop down menu has all available options. When the clients' country of birth is not stated or adequately described the code 9999 is used. This can be selected by scrolling down on the drop down menu to: not stated/inadequately described: 9999 .
Language Spoken at Home	The language spoken at home by the client.	This is provided in the form of a four-digit country code. The drop down menu has all available options including: <ul style="list-style-type: none"> • 0001; Non-Verbal, so described • 0002; Unknown
Sex	The gender of the client	This is a one digit format. The drop down menu allows you to select either: <ul style="list-style-type: none"> • ID#1 for Male – 1 • ID#2 for Female – 2 • ID#9 for Not Stated / adequately described – 9
Post Code	This is the postcode of the clients' place of residence.	Drop down menu has all available options. Please try to provide this An Unknown postcode should be recorded as '9999'.

CALD	Culturally and Linguistically Diverse status of the client.	Refers to the scale according to the HACC MDS User Guide and the drop down menu has the following options: <ul style="list-style-type: none"> • EP1 Scale 1 English Proficiency • EP2 Scale 2 English Proficiency • EP3 Scale 3 English Proficiency • EP4 Scale 4 English Proficiency • EP9 Not Stated
ATSI	Refers to the Aboriginal / Torres Strait Islander status of the client.	Drop down menu has all available options, which are: <ul style="list-style-type: none"> • 1 Aboriginal but not Torres Strait Islander origin • 2 Torres Strait Islander but not Aboriginal origin • 3 Both Aboriginal and Torres Strait Islander origin • 4 Neither Aboriginal nor Torres Strait Islander origin • 8 Declined to respond (TRIPS Specific) • 9 Unknown

Generic Clients

To record a 'generic client' the following information should be used:

- LON of '22222'
- DOB '01011800'
- Sex '9'
- Postcode '9999'

Functional Status and Functional Status Additional Items

Housework	Degree of assistance required to enable the client to be adequately and safely transported to their destination.	Drop down menu has all available options, which are: 0 No 1 Yes, sometimes 2 Yes, always 8 Not collected (TRIPS specific code). 9 Not stated / not known / inadequately described
Transport	Degree of assistance required to enable the client to be adequately and safely transported to their destination.	Drop down menu has all available options, which are: 0 No 1 Yes, sometimes 2 Yes, always 8 Not collected (TRIPS specific code). 9 Not stated / not known / inadequately described
Shopping	Degree of assistance required to enable the client to be adequately and safely transported to their destination.	Drop down menu has all available options, which are: 0 No 1 Yes, sometimes 2 Yes, always 8 Not collected (TRIPS specific code). 9 Not stated / not known / inadequately described
Medication	Degree of assistance required to enable the client to be adequately and safely transported to their destination.	Drop down menu has all available options, which are: 0 No 1 Yes, sometimes 2 Yes, always 8 Not collected (TRIPS specific code). 9 Not stated / not known / inadequately described
Money	Degree of assistance required to enable the client to be adequately and safely transported to their destination.	Drop down menu has all available options, which are: 0 No 1 Yes, sometimes 2 Yes, always 8 Not collected (TRIPS specific code). 9 Not stated / not known / inadequately described
Walking	Degree of assistance required to enable the client to be adequately and safely transported to their destination.	Drop down menu has all available options, which are: 0 No 1 Yes, sometimes 2 Yes, always

		8 Not collected (TRIPS specific code). 9 Not stated / not known / inadequately described
Bathing Showering	Degree of assistance required to enable the client to be adequately and safely transported to their destination.	Drop down menu has all available options, which are: 0 No 1 Yes, sometimes 2 Yes, always 8 Not collected (TRIPS specific code). 9 Not stated / not known / inadequately described
Memory Problems	Degree of assistance required to enable the client to be adequately and safely transported to their destination.	Drop down menu has all available options, which are: 0 No 1 Yes, sometimes 2 Yes, always 8 Not collected (TRIPS specific code). 9 Not stated / not known / inadequately described
Behavioural	Degree of assistance required to enable the client to be adequately and safely transported to their destination.	Drop down menu has all available options, which are: 0 No 1 Yes, sometimes 2 Yes, always 8 Not collected (TRIPS specific code). 9 Not stated / not known / inadequately described
Communication	Degree of assistance required to enable the client to be adequately and safely transported to their destination.	Drop down menu has all available options, which are: 0 No 1 Yes, sometimes 2 Yes, always 8 Not collected (TRIPS specific code). 9 Not stated / not known / inadequately described
Dressing	Degree of assistance required to enable the client to be adequately and safely transported to their destination.	Drop down menu has all available options, which are: 0 No 1 Yes, sometimes 2 Yes, always 8 Not collected (TRIPS specific code). 9 Not stated / not known / inadequately described
Eating	Degree of assistance required to enable the client to be adequately and safely transported to their	Drop down menu has all available options, which are: 0 No

	destination.	1 Yes, sometimes 2 Yes, always 8 Not collected (TRIPS specific code). 9 Not stated / not known / inadequately described
Toileting	Degree of assistance required to enable the client to be adequately and safely transported to their destination.	Drop down menu has all available options, which are: 0 No 1 Yes, sometimes 2 Yes, always 8 Not collected (TRIPS specific code). 9 Not stated / not known / inadequately described
Mobility	Degree of assistance required to enable the client to be adequately and safely transported to their destination.	Drop down menu has all available options, which are: 0 No 1 Yes, sometimes 2 Yes, always 8 Not collected (TRIPS specific code). 9 Not stated / not known / inadequately described

Transport Delivery Data

Data Field	Definition	Code Description
Assistance	Describes if the type of assistance provided is to a client or for a carer of a client.	From the drop down menu you can select either: <ul style="list-style-type: none"> • 19 Client Transport • 22 Carer Transport
Purpose	Purpose of the trip undertaken by the client or carer.	From the drop down menu you can select either: <ul style="list-style-type: none"> • 1 Day care or other HACC services To/From • 2 Social / Recreational To/From • 3 Shopping or access To/From • 4 Hospital (inpatient / outpatient) To/From • 5 GP / Private Specialist / Private Medical Service To/From • 6 Community Health Centre To/From • 7 Cancellation / No Show • 98 Other • 99 Not Stated / Inadequately Described
Transport	This field relates to the type of	From the drop down menu you

Mode	vehicle used to provide the service for the client or carer and whether it was individual or group based delivery.	can select either: <ul style="list-style-type: none"> • IPB Individual Private/STA Bus • IAB Individual Service Bus • IOB Individual Other Bus • IAC Individual Service Car • IOC Individual Other Car • ITX Individual Taxi • GPB Group Private/STA Bus • GAB Group Service Bus • GOB Group Other Bus • GAC Group Service Car • GOC Group Other Car • GTX Group Taxi
Trip Count	Count the number of one-way trips provided to a client or carer – regardless of distance.	The number of one-way trips for this client for this trip purpose for this transport mode, in whole numbers.

CTP Schedule of Service (SOS)

Your CTP Schedule of Service (SOS) contains detailed information about you as a Service Provider, the Funding that Transport for NSW provides, specifications for the Services you are funded to provide and information on specific accountability and reporting requirements. The SOS is where detailed information about these activities is held.

Each SOS is split by funding stream (HACC, CTP or other) and describes the purpose of the funded activities. Each SOS has a unique name and Service Reporting Identification Number/s (MDS or ICTDS).

The SOS for CTP funded service providers have important information that will need to appear within the reports that are submitted to ICTDS for CTP activity. The following information is for those services submitting CTP reports through to ICTDS using the excel spreadsheet provided by Transport for NSW.

CTP SOS	CTP Manual Reporting Spreadsheet
ICTDS ID	This is the ICTDS ID to use when reporting against CTP activity. All of the IDs have been pre-populated in the dropdown list which is located under the ID column in the spreadsheet supplied.
Service Provider	This is the legal name of the service provider and will appear automatically under the Legal Name column in the spreadsheet after you have selected the appropriate ICTDS ID number from the dropdown box.
Service Name	This is the name of the service which is often different to the legal name . This will appear automatically under the Name column in the spreadsheet after you have selected the appropriate ICTDS ID number from the dropdown box.
Service Provider	This is based on the LGA in which you are to report on. In most

Address	cases this will be a suburb within the LGA that you are reporting activity on. When you select the reporting ID, this information will automatically populate these fields.
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ICTDS Contact Information

Administration and reports submission

For enquiries relating to the submission of reports and related administrative matters please contact the Accounts team at Community Transport Agreements, on (02) 8836 3100.

Technical and related matters

For technical and related matters please contact Joan Janaway, Manager, Strategic Delivery & Performance on (02) 8836 3191.

Specific software users

To assist with these reporting requirements for those organisations that receive CTP funding, Transport for NSW initially worked with TMA Software to develop a report that can be generated from TRIPS.

For community transport providers that do not use TRIPS or a similar program, an excel report (csv sheet) has been developed for use in these cases.

The ICTDS Interface Specifications for software developers is available upon request to Accounts Team on (02) 8836 3100.